

KCC Fiscal Years 1994 & 2004

Statistical Complaint Data Comparison

	FY1994 # of Complaint Codes	FY2004 # of Complaint Codes	FY1994 % of Total Codes	FY2004 % of Total Codes
Total Complaints for Reporting				
Billing Issues	848	1860	27.7%	39.8%
Rates/Charges Issues	614	273	20.1%	5.8%
Disconnection/Refusal of Service Issues	554	450	18.1%	9.6%
Customer Deposit Issues	72	120	2.4%	2.6%
Meter Issues	15	110	0.5%	2.4%
Telephone Service Issues	315	705	10.3%	15.1%
Quality of Service Issues	322	437	10.5%	9.4%
Company Unresponsive Issues	155	406	5.1%	8.7%
Non-regulated/Miscellaneous Issues	161	309	5.3%	6.6%
Total	3,056	4,670		
Total ELECTRIC Company Complaints for Reporting Period				
Billing Issues	466	606	43.9%	51.0%
Rates/Charges Issues	82	51	7.7%	4.3%
Disconnection/Refusal of Service Issues	350	210	33.0%	17.7%
Customer Deposit Issues	33	72	3.1%	6.1%
Meter Issues	11	39	1.0%	3.3%
Telephone Service Issues	-	0	0.0%	0.0%
Quality of Service Issues	74	96	7.0%	8.1%
Company Unresponsive Issues	24	66	2.3%	5.6%
Non-regulated/Miscellaneous Issues	22	49	2.1%	4.1%
Total	1,062	1,189		
Total GAS Company Complaints for Reporting Period				
Billing Issues	165	693	21.9%	55.1%
Rates/Charges Issues	417	122	55.5%	9.7%
Disconnection/Refusal of Service Issues	95	151	12.6%	12.0%
Customer Deposit Issues	7	56	0.9%	4.5%
Meter Issues	4	83	0.5%	6.6%
Telephone Service Issues	2	0	0.3%	0.0%
Quality of Service Issues	27	53	3.6%	4.2%
Company Unresponsive Issues	28	72	3.7%	5.7%
Non-regulated/Miscellaneous Issues	7	28	0.9%	2.2%
Total	752	1,258		
Total TELECOM Company Complaints for Reporting Period				
Billing Issues	192	632	18.5%	28.5%
Rates/Charges Issues	90	97	8.7%	4.4%
Disconnection/Refusal of Service Issues	109	98	10.5%	4.4%
Customer Deposit Issues	34	1	3.3%	0.0%
Meter Issues	-	0	0.0%	0.0%
Telephone Service Issues	182	654	17.5%	29.5%
Quality of Service Issues	220	286	21.2%	12.9%
Company Unresponsive Issues	101	274	9.7%	12.3%
Non-regulated/Miscellaneous Issues	112	177	10.8%	8.0%
Total	1,040	2,219		
Totals By Industry				
Electric	1,062	1,189	37.2%	25.5%
Gas	752	1,258	26.3%	27.0%
Telecom	1,040	2,219	36.4%	47.6%
Total	2,854	4,666		
Number of Consumer Info Records Created	3,307	4,021		